TiVo®
Top Tips

To get you up to speed in no time

Virgin media

Your TiVo® remote

Getting Started

Get to know your new box in 5 seconds flat.

HOME

Press this button wherever you are, to go back to the Home Screen.

Guide

Opens and closes the TV Guide.

Ch

To go up and down through the channels.

Records the show you are watching or sets up a recording in the TV Guide.

TV

Watch Live TV.

Use the arrows to find your way around the guides and menus.

Pause what you are watching.

My Shows

Go straight to your recordings.

Go back a screen in the menu.

Juggling two remotes?

The good news is you can set up your TiVo remote to control your TV set and your TiVo box. Find out how to do this on your telly by going to **Home > Help & Settings > TiVo box > Programme** your remote.

Turn your TV set on/off.

Control your TV's volume.

Mute your TV.

Here's how to wake your TiVo box from sleep mode:

Press any of these buttons

Fast Forward or Rewind

Watching a show? Here's how to skip forward or rewind back.

Fast forward

Press up to 3 times to skip ahead faster.

Rewind

Press up to 3 times to rewind faster.

Go back

Press once to go back 8 seconds, twice for 16 seconds and so on.

Skip forward

Press once to skip 30 seconds, twice for 60 seconds and so on.

Want to fast forward or rewind in bigger chunks?

Fast forward one chunk in the time bar.

Rewind one chunk in the time bar.

Your TV Guide

Here's how to browse the TV Guide:

Press Guide to see the TV Guide.

Ch

Page up / down.

Skip forward one day (up to 14 days in advance).

Skip backward one day (up to 7 days in past for Catch Up TV).

Sort channels by genre.

Skip to a specific date and time.

The Mini Guide

The Mini Guide gives you a quick peep of what's next on live TV, without interrupting whatever you're watching.

While watching TV:

OK

To show the Mini Guide

Clear or TV

Hides the Mini Guide

Your Recordings

They're all stored safe and sound in My Shows.

Press My Shows to see your recordings.

Ch

Page up / down.

Instantly watch a recording from the beginning.

Clear

Delete shows and folders.

You can use the Skip forward button to get to the bottom of the lists quickly. For example, your Suggestions folder towards the bottom of the category list.

Recording Shortcuts

From live TV press:

HOME then 1 — To manage your Series Links

HOME then 2 abc — To see your planned recordings

Need to undelete stuff you deleted by accident?

Press My Shows

Select < Recently Deleted >

Select < [Programme name] >

Select < Recover this show >

On Demand TV, Movies and more

Browse for Box Sets and Movies

Get stuck into thousands of hours of constantly updated Box Sets and Movies.

Press HOME

Select < Search & Discover >

Select < Discover TV & Movies >

Select Box Sets or Movies

Or

Press HOME then 5 jkl to browse

Select Box Sets or Movies

Never miss a moment with Catch Up

There are 2 easy ways to watch the best telly from the last 7 days.

Scroll back in time through the TV Guide. Or go straight to Catch Up from HOME.

Guide — to see the TV Guide

to scroll back 30 mins

to scroll back 2 hours

to go back a whole day

You can watch any show with a symbol

Or

Press HOME

Select ‹ Catch Up ›

Introducing... WishList™ and Search

Here's what makes your TiVo box a cut above the rest...

Create a WishList™

Never miss your favourite series, even if you don't know when it starts again, by creating a WishList™ Search.

Press HOME

Select ‹ Search & Discover ›

Select ‹ My WishList Searches ›

Or

Press HOME then 3 def to browse

Search faster

Get to the good stuff on live TV, Catch Up TV and On Demand.

Press HOME

Select ‹ Search & Discover ›

Select ‹ Search ›

Or

Press HOME then 4 ghi to browse

Introducing... Suggestions

Discover more with Suggestions

Use your TiVo Thumbs to teach your box what you like. It will then record other shows you might enjoy and save them in the Suggestions folder in My Shows.

Like a show
(you can give a show up to 3 Thumbs Up)

Dislike a show
(you can give a show up to 3 Thumbs Down)

Tip: when you record a show, your box automatically gives it a Thumbs Up.

My Shows then Find your Suggestions folder towards the bottom of the category list

Clear Delete highlighted shows and folders

Tip: shows recorded in Suggestions don't take up any of your storage space.

Improve your Suggestions

Simply use your Thumbs buttons to tell your TiVo box what you like or don't like to watch.

Press My Shows

Select < Suggestions >

Select < Improve My Suggestions >

Turn off Suggestions

You don't have to have any Suggestions if you don't want. To turn off Suggestions go to **Help & Settings** from the home screen, choose **Settings** and enter your **PIN**. Choose **Recordings**, then **Suggestions** to change your settings.

Introducing... VirginTV Anywhere

Your favourite telly, in your hands.

As an extra special TiVo customer, you can watch TV, manage your recordings and even use your phone or tablet as a remote control! All thanks to Virgin TV Anywhere.

What's more, Virgin TV Anywhere online and the app are free to download and use.

- Stream over 90 channels live on your PC or Mac, iPhone, iPad or iPod touch or on a wide range of Android mobiles or tablets. Anywhere with a WiFi or broadband connection in the UK.
- Wherever there's WiFi, 3G or 4G mobile signal anywhere in the world, you can set new recordings, manage your recorded shows and search for shows using a full QWERTY keyboard.
- At home, with your TiVo box connected to your Super Hub by Ethernet cable, WiFi adaptor or Powerline kit, you can use your mobile or tablet as an advanced remote control without even taking over the big screen. Then you can find what you want to watch and flick it straight to the TV, and use the button on the progress bar to get straight to the good bits.

Make it yours

Downloading the Virgin TV Anywhere app is a piece of cake. Just visit the Apple App Store, Amazon Appstore or Google Play. Or, if you prefer, you can watch live telly and On Demand, and manage your recordings on your computer at virginmedia.com/tvanywhere.

Flip over to find out all the legal stuff

Need a little Help or extra information?
When you're using the app just click the Help button at the bottom of the screen. Or, to find out how to get set up or just for general help then go online and have a look at virginmedia.com/help/tvanywhere.

Extra Special Features

On-Screen Icons

These icons will help you around your TiVo box.

Saved on your box's hard disk.

Saved until you delete it.

Recording now.

A Suggestion – only recorded when there's space. These are the first to go if you need space for your own recordings.

A one-off recording for this show (not a Series Link recording).

This means a show's been deleted. Shows in the Deleted Shows folder are marked with this icon.

A Series Link recording.

Some channels provide an audio description for blind and partially sighted people. If this icon's dimmed there's no audio track available.

WishList search recording.

One or more shows recorded by a WishList search.

A show that's recording now.

There's more than one episode of the same series.

This programme will be available on Catch Up TV.

Deleted shows. You can recover any deleted show from this folder.

Subtitles available. This icon's dimmed if subtitles aren't available.

All shows recorded as TiVo Suggestions.

Means you're watching an On Demand programme.

This show will be deleted in the next 3 days because space is needed or you've set the series to only keep a few episodes.

This show will be deleted in the next 24 hours because space is needed or you've set the series to only keep a few episodes.

Legal Stuff:

Content available to view depends on TV pack Not all channels from relevant pack available. Sky Channels only available via a PC or laptop. Live streaming and On Demand available in UK with broadband or Wi-Fi internet access only. Security restrictions apply. Access via PC, laptop or TV Anywhere app. Watch TV on a maximum of 2 devices per account. TiVo tools for TiVo customers only. Minimum 800 kbps recommended per device accessing the service concurrently. Virgin TV Anywhere App: only available to TiVo customers with compatible device (iOS and selected Android devices) New Virgin Media customers may need to wait up to 24 hours after TiVo installation for TV Anywhere to work. Visit virginmedia.com for full terms and conditions.

TiVo, WishList™, the Thumbs Up™ logo and the Thumbs Down™ logo are trademarks or registered trademarks of TiVo Inc. or its subsidiaries worldwide.

Patent Nos. 5,241,428; 6,215,526; 6,233,389; 6,310,886; 6,327,418;6,385,739; 6,487,646; 6,490,722; 6,535,253; 6,642,939; 6,643,798; 6,728,713; 6,757,837; 6,757,906; 6,792,195; 6,847,778;6,850,691; 6,868,225; 6,965,730; 7,055,031; 7,158,531; 7,200,321;7,216,235; 7,228,556; 7,321,716; 7,409,546; 7,484,234; 7,493,015;7,529,465; 7,543,325; 7,558,472; 7,590,240; D434,043; D435,561; D445,801; D517,059. 5,315,448; 6,381,747; 6,516,132.TiVo remote control: U.S. Pat. Nos. D424,061; D424,577; D431,552;D433,403; D463,788. Other patents pending.

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Explore more of TiVo

Of course, this is just a taste of what's in store with your TiVo service. To find out more, grab your TiVo quick guide. Or visit us online at virginmedia.com/discovertivo

Get help

1. **Check the TiVo Guide**

   Have a flick through the TiVo User Guide (the handy book we gave you with your TiVo box). You can also find the most up to date guide online at virginmedia.com/help/tivo.

2. **Tune in on your TV**

   For speedy solutions, try the Help App on your telly. Just go to the Home Screen, select Help & Settings then Help. Our How-To videos will also help you get the most from your TiVo box. Find them on your TiVo box by going to the Home Screen and selecting **Help & Settings > Help > How To Videos.**

3. **Go online**

   You can find FAQs about your TiVo box online at virginmedia.com/help/tivo. Or, talk it over with other TiVo users on our TiVo Community Forum. Join up by going to virginmedia.com/forums.

4. **Talk to us**

   If you want to talk to one of the team, call us on 150 from your Virgin Media home phone or mobile, or 0345 454 1111 from any other phone. Call costs may vary.

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